

CITIBANK STATEMENTS

Customer & ARC Roles and Responsibilities

SUMMARY

Citibank offers an online system called Citidirect. With Citidirect, cardholders reconcile and code (assign accounting codes to each transaction) their monthly statements online, and approving officials review and approve the cardholders' statements online. Once statements are approved, they are interfaced with Oracle and paid immediately.

Citibank statements close on the 8th of the month. If the 8th falls on a weekend or holiday, generally it will close on the Friday before. On the first day after the statement closes the ARC/ASD/AOB Processing Accountants will check for the 'New' statements to show in CitiDirect. Once a transaction is posted in Citidirect, cardholders can reallocate their transactions, which means they assign the accounting codes to each transaction. Once all of their transactions are reallocated and their statements are in a 'New' status, Cardholders click on submit to send the statement to the Approving Official (AO); the statement status changes to 'Pending Approval'. The Approving Official is to review each transaction to ensure the correct ASC has been assigned to the transaction and that the purchase is legitimate. Once the AO has reviewed the statement, he/she clicks on submit, which creates the invoice to be interfaced with Oracle; the statement status changes to 'Closed'.

The ASD Central Accounting Group is responsible for running the job to retrieve the invoice files from Citibank. Once the files are interfaced with Oracle, the Central Group approves the invoices if there are no holds on them. If there is a hold of any kind on the invoice, the central group refers it to the operations area – email to Processing Accountants and Supervisor. An email is sent daily of the invoices that have interfaced and any rejections. Rejections will occur if no ASC has been assigned or a PO # has been typed in incorrectly when Matching Order is used.

ARC RESPONSIBILITIES

Normal Processing

- Check Citidirect for 'New' statements beginning the next business day after the 8th of the month
- When statements are in 'New' status: (1) Send email notification to inform all cardholders and approving officials that statements are 'New' (2) print out copy of statement from Citidirect to get total amount owed and detail by cardholder.

- After 3 workdays, check the status of statements. For the ones that are still new, an email notification will be sent to the appropriate cardholders informing them that they still have not reallocated his/her transactions.
- After 5 workdays, check the status of the statements again. For the ones that are still new, an e-mail notification will be sent to the appropriate approving officials informing them that the cardholder still has not reallocated his/her transactions.
- During the last 5 days, prior to autoclose, the ARC accountant will continue to monitor the status of the statements daily and will send additional emails to the appropriate approving officials in an effort to try to prevent the statement(s) from autoclosing.
- When the approving official submits the statements to Citibank, the statements are in a status of 'Closed'. ARC runs the interface to get the files from citidirect, an invoice is created and approved in Oracle, and is subsequently paid.

Autoclosed Statements

- If statement Autocloses: Another email will be sent to the appropriate approving officials, requesting that the paper statement for the accounts that autoclosed be coded and signed by the approving official and forwarded to ARC. ARC will compare the coded paper statement to what was recorded in the Accounting system from Citidirect. ARC will make any necessary adjustments from the paper statement.

Rejected Transactions

- Rejected Transactions: Rejected Transactions occur, because an invalid code was entered into Citidirect. This should never occur for customers, because valid accounting codes are set up as a default so that, even if the cardholder does not reallocate their transactions, the transactions will post to the default accounting string. If there are rejected transactions, ARC will contact the appropriate approving official to find out the correct accounting string, to which the transaction(s) should be posted. The list of rejected transactions will be faxed to the approving official for coding.
- Upon receipt of correct coding, ARC will promptly enter an invoice to manually record the rejected transactions and pay the invoice.

Transactions requiring correction or adjustments

- ARC receives written request from (email, fax) customer Approving Official of corrections that need to be made. The CitiDirect correction worksheet should be used to identify each transaction, amount, the incorrect accounting that was used, the correct accounting that should be used, and an explanation as to why the correction is being made.
- ARC makes the necessary changes in the accounting system.

CUSTOMER RESPONSIBILITIES:

Normal Processing

- Cardholders – reallocate transactions on a weekly basis. This practice will prevent the cardholder from having a large volume at the end of the cycle.
- At end of cycle, when cardholder receives email from ARC, he/she will reallocate the remaining unallocated transactions, and submit the statement to his/her approving official (cardholder has 5 business days to complete this task).
- Approving Official – Ensure that cardholders submit their statements timely, and upon receiving a statement, within 5 days, will review the transactions. When it is determined that all transactions are allocated properly, the approving official will submit the statement to Citibank. NOTE: Approving officials can review transactions throughout the month, as cardholders reallocate them. This practice will prevent a large volume of transactions to review and approve at the end of the cycle.

Autoclosed Statements

- Respond timely to ARC's request of coded and signed paper statement. NOTE: If cardholders are out, the approving official can reallocate transactions for them; the statements do not need to be submitted to the approving official by the cardholder, however, the approving official will not see the statement in his/her inbox unless they change the search criteria to statements with a status of "New".

Rejected Transactions

- Respond timely to ARC's request of correct accounting strings by faxing back the list with the correct accounting codes.

Transactions requiring correction or adjustments

- If, after reviewing CitiDirect reports, it is discovered that an incorrect accounting string has been assigned to a specific transaction, the customer approving official provides a written request (email, fax) to ARC of corrections that need to be made. The written request should be submitted on the CitiDirect correction worksheet, and include the merchant, transaction date, incorrect accounting string, and correct accounting string.

See copies of email notifications below:

The **first e-mail** goes to both the Cardholders and Approving Officials (AO).

Good Morning,

The CitiDirect e-statement for the period ending _____ is now available for you to certify and submit to your Approving Official. Once you have reviewed all of the transactions for the appropriate accounting string code (ASC), you will need to submit your e-statement to your Approving Official within the next five business days (put date due).

Please remember that your default ASC may need to be changed to a more appropriate ASC. This is done using the reallocation process. If you do not have the correct ASC established in your drop-down list of values, you can create an ASC by using the ASC template (only if you have templates assigned), or you can call us for help.

It is very important to assign the correct ASC during the reconciliation process because corrections cannot be made after the e-statement is submitted by the Approving Official.

If you have any questions, please feel free to call Jenny Dickerson at 304-480-7081, Holly Conrad at 304-480-7153, Mary Watson at (304)-480-7044 or Bernice Wires at (304)-480-7155.

Thank you,

We want to prevent an AutoClose so 3 days prior to AutoClose, we will send the second e-mail reminder only to those cardholders and approving officials, whose e-statements have not been approved.

Second e-mail notification:

Good Morning,

From checking the status of cards in Citidirect this morning, I noticed that cards for ???? still show a status of "New" and cards for ???? show a status of "Pending Approval". Please review and submit these statements today, _____, **March** _____. After today, the statements will auto close, which indicates there has been no approval of the charges made by the cardholders.

If you have questions on how to review the statements, please refer to the On-Line Reference Guide. If you have other questions, please let me know.

Thanks,

If the statement still AutoCloses, it will say **System** on the Discoverer Report. These need to have the third e-mail sent out on so that the Approver has a notification to check the ASC information. It is up to the Approver and Cardholder once we've sent this third e-mail to check and send in corrections to the ASC's on the statement.

Third e-mail notification:

You are listed as the Approving Official for (cardholders names). _____ had transactions on the March 8 statement, and the statement autoclosed. Normally, the approving official reviews the transactions and submits the statement when approved. The cardholders have 5 business days from the 10th of the month (or 2 business days after the 8th) to allocate their

transactions and the approving official has 5 business days after that to review and approve. If nothing is done, then the statement autocloses and the transaction is allocated to the default accounting string set up for the cardholder.

Please review the paper statements, code with correct accounting strings, and sign them as approved. Fax a copy to ARC and retain the original in your files.

Please let me know if you have any questions.

Thanks,